



MARIGOLD
LIBRARY SYSTEM

2022 Annual Report

We are pleased to present the 2022 Annual Report for Marigold Library System. The ongoing demand for public library service in Marigold communities is tangible.

Public libraries are beacons of connection and community that bring people together, provide opportunities for recreation, inquiry, and conversation, and promote civic engagement. Marigold continues to provide value for residents of member municipalities by enhancing the depth and breadth of public library resources in your community, no matter where you live.

Marigold maximizes the financial investment of our members by pooling resources and capitalizing on partnerships to obtain the most valuable products and services at the lowest cost, delivering more than any one library or municipality could achieve and at a fraction of the cost of doing it alone.

As the operational hub for the system, our services do not overlap with what public libraries provide to their communities. Marigold Library System services and support enrich public library service to all member communities.

**110,235 people/families
have a library card!**



**4,216 hours of IT support
for member library staff**



**351 kits & games loaned for
member library programs**



**346,012 eBooks borrowed
by Marigold member library
patrons**



**277,825 KMS driven by
Marigold staff for deliveries,
library service & support!**



Find out more at marigold.ab.ca

Message from Leadership

2022 was a year of successful transition in many ways. We said goodbye to former Marigold Board Chair Lynda Lyster after 16 years, and to CEO Michelle Toombs after 13 years. We completed our first full year of operations in our new space. Marigold demonstrated resiliency and stability in the face of change and continues to evolve as a collaborative and highly efficient organization. We extend a heartfelt thank you to the Marigold Library Board and Marigold staff for your vital roles in the delivery of sustained, topical and relevant public library service for member communities.

Looking ahead to 2023, we have rooted our priorities in increasing engagement with library staff, library boards, member municipalities, Stoney Nakoda Nation, and Siksika Nation. We will strive to generate opportunities to connect library staff to each other and the larger library community, position Marigold for a sustainable and impactful future, and invite new audiences to learn about everything public libraries have to offer. We will continue to share stories with the province and municipalities that demonstrate the value and importance of public library service to thriving communities. We look forward to another year of growth and change shaped by the resourcefulness and creativity of staff, the governance of a committed board, and, most importantly, the needs of Marigold's members.



John Getz, Chair



Lynne Price, CEO



Laura Taylor, COO



Participating Municipalities & Board Members (as of April 2023)

Acadia M.D. #34	Maxine Booker* (Vice Chair)	Kananaskis ID	Manon Miller
Village of Acme	Daniel Leronowich	Kneehill County	Faye McGhee
City of Airdrie	Natasha Roberts*	Village of Linden	Cynthia Klassen
Town of Banff	Manuela Olibera-Dorn	Village of Longview	Jan Dyck
Village of Beiseker	Sharon King	Village of Morrin	Alenda Gridley
Bighorn M.D. #8	Vacant	Village of Munson	Leslie Landon
Town of Black Diamond**	Ian Huffman	Town of Okotoks	Nicole Kieffuik*
Town of Canmore	Judith Smith	Town of Oyen	Ed Hogan
Village of Carbon	Michelle Lomond	Village of Rockyford	Tyler Henke
City of Chestermere	Daina Barbary	Rocky View County	Nick Wiebe*
Town of Cochrane	Vacant	Special Areas Board:	
Village of Consort	Michael Beier	Area #2	Helen Veno
Town of Crossfield	Luke Brennan	Area #3	Elaine Michaels
Village of Delia	Melody Christofferson	Area #4	Jodi Kurek
Town of Drumheller	Margaret Nielsen*	Village of Standard	John Getz* (Chair)
Village of Empress	Kelly Burgess	Starland County	Lil Morrison*
Foothills County	Eleanor Chinnick	Town of Strathmore	Melissa Langmaid*
Ghost Lake Summer Village	Corrine Smith	Town of Three Hills	Carol Best
Town of Hanna	Sandra Murphy	Town of Trochu	Jenny Lyver
Town of High River	Lynne Thornton	Town of Turner Valley**	Ian Huffman
Village of Hussar	Kristen Anderson*	Waiparous Summer Village	Janine Jevne
ID 9	Alexandra Parkinson	Wheatland County	Amber Link
Town of Irricana	Teresa Cameron	Village of Youngstown	Renee Laughlin

*Member of Executive Committee

**Amalgamated to Town of Diamond Valley in 2023

Marigold thanks the following members for serving on the Board in 2022: Donna Bauer, Darren Enns, Lynda Lyster, Karen Neill, Susan Roper, and Nora Sunderland.

Marigold Library Board & Activities

4 Board Meetings

January, April (AGM), August & November

27 Executive & Committee Meetings



16 Trustees at Orientation & Training Sessions

Board Committees

Committees develop policies and make recommendations to the Board. Staff support policy development through research on service, technology, governance, programs and advocacy. Committees are catalysts for growing new ideas and ensuring regular policy review that embraces sustainability and accountability.

Executive Committee

Ensures that the organization has the necessary resources to be able to respond to new opportunities, financial and environmental trends. Policies are presented to the Executive before being presented to the Board.

Standards & Services Committee

Reviews resource distribution through policy and schedules, and provides governance in the areas of programs and services to members.

Governance Committee

Ensures that governance of Marigold is practical, efficient and functional. Governance Committee work includes policies for community libraries and member agreements.

HR (Human Resources) Committee

Reviews HR policies to support sound business practices and safe workplace that complies with employment standards and health and safety legislation.

Finance Committee

Monitors policy statements in the areas of finance and provides recommendations to the Executive on banking, investments and financial practices.

Advocacy Committee

Reviews the Making A Difference Award submissions from member libraries for presentation at the Marigold Conference. Assists with the development of advocacy strategies and initiatives to inform decision makers and stakeholders.

Ad Hoc Nominating Committee

Brings forward the names of Marigold Board members willing to stand for Chair and committee positions.



Financial Overview

The Annual Report provides information regarding Marigold's finances for the purpose of providing quality services and ongoing operations.

Expenses 2022: \$5,940,332

Salaries & Benefits 40%

Marigold employs 29 staff (27.09 FTE). Staff organize and deliver services to member libraries and residents. Includes salaries, benefits, payroll expenses and training.

Materials & Delivery 22%

Library collections including ebooks and eresources (e.g. Ancestry.com), print books, audiobooks, DVDs/blu-ray, video games, large print materials and more. Physical items are delivered shelf-ready to member libraries for patron browsing and checkout.

Transfer Payments/Operating Grants 12%

Cash payments assist member libraries with resource sharing .

TRAC Contract, Computers & Software 4%

TRAC includes library software license and support that enables patron service, account management, inventory and reporting, and ebook purchases.

Computers & Software 5%

Maintenance agreements, network and applications, server and operational hardware.

Facility (includes old HQ and new HQ) 3%

Caretaking, insurance, maintenance, utilities.

Other Expenses 14%

Professional fees, travel, meetings, supplies, programs, memberships, marketing, postage, freight, furniture and equipment.

Revenue 2022: \$6,013,324

Municipal & Library Board levies paid to Marigold (based on 2021 population) 61%

\$6.24 per capita: Municipalities with library boards

\$10.74 per capita: Municipalities without library boards

\$4.50 per capita: Library Board

Provincial Grants (based on 2016 population) 32%

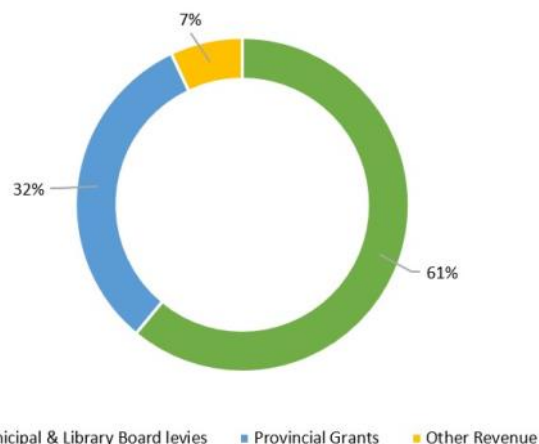
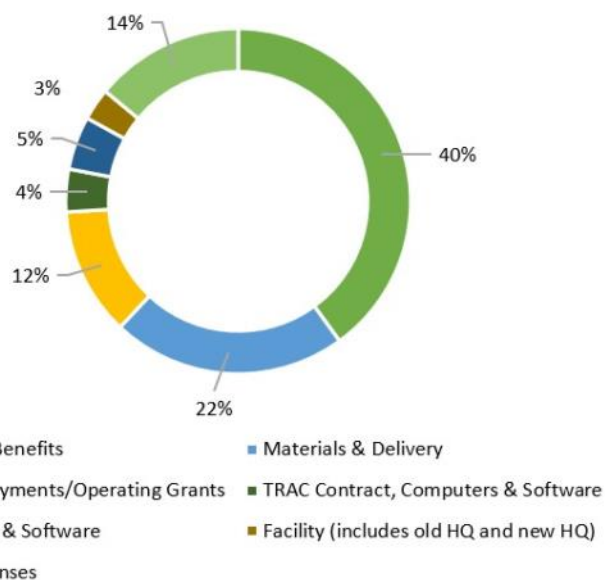
\$4.70 per capita: Library System Board Operating Grant to run System and provide services

\$5.55 per capita: Rural Library Services Grant for populations where Marigold is the governing board. Pooled and redistributed as operating grants and services.

\$10.25 per resident for Indigenous Project Grant (Stoney Nakoda and Siksika Nations)

Other Revenue 7%

Interest, donations, contracts, grants.



Access Marigold's financial statements at marigold.ab.ca/About-Us/Financial



eResources & Digital Content

357,605

eBooks, eMagazines &
eAudiobooks circulated

\$319,456

Spent on eResources & digital
content

56,131

eBooks, eAudiobooks &
eMagazines titles available in
Libby & Cloud for member
library patrons!

Marigold provides a wide range of digital collections for reading, watching, listening, and learning! Your residents have access to **eBooks, eAudiobooks, eMagazines, streaming movies, music, newspapers, early literacy resources, training videos, school study prep**, and more.

Marigold negotiates licensing and platform contracts with vendors and obtains better value by pooling revenue. We provide libraries with training on use and access, statistics and troubleshooting, and we create and provide marketing materials and videos for patrons to learn how to use digital collections.



..and more at

marigold.ab.ca/eresources

Marigold's membership in TRAC stretches dollars by sharing **Overdrive/Libby and Cloud Library eBooks and eAudiobooks, eMagazines, and eResources like Novelist.**

Marigold's membership in **The Alberta Library** allows us to obtain the best pricing on eresources and digital content, such as **Ancestry.com, Consumer Reports, and Solaro online study help for grades 3-12.**



Collection Services

Marigold orders, receives and processes new materials for member libraries to maximize vendor discounts. Professional cataloguing makes it possible for patrons to locate and request **popular books, video games, movies, equipment, and more** in the online catalogue or app. New materials are delivered to member libraries ready for patrons to check out with barcoding, mylar protection, durable cases for AV, and labeling.

Collection use is increasing!!

2,052,047

Items checked out by patrons
at Marigold member libraries



21.8% increase from last year!



The number of unique patrons
borrowing items from libraries
increased by **23.3%**



62,988

New items added
to library collections

\$882,784

Marigold spent on new
physical library materials

3,311,061

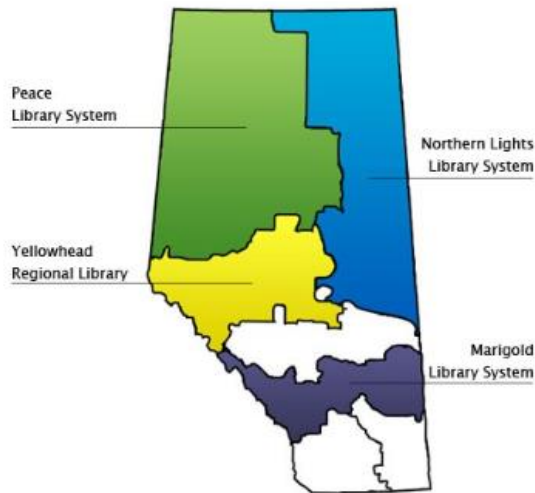
Items available for your patrons
to borrow at tracpac.ab.ca

**Check out an eScooter, cooking
equipment or trekking poles!
It's the Library of Things!**

Marigold staff assist libraries with making non-traditional collections ready for residents to borrow by adding them to the library catalogue! 2022 included cooking and home gardening equipment, booster cables, power tools, and more!



TRAC (The Regional Automation Consortium)



11 million visits to
tracpac.ab.ca in 2022!

TRAC is a society formed by Marigold Library System, Peace Library System, Yellowhead Regional Library and Northern Lights Library System that finances and supports a shared library catalogue, eBooks and some eResource collections.

Patrons from Marigold member libraries can access over 3.3 Million physical items in over 185 public libraries across Alberta!

The TRACpac online catalogue and app allow your patrons to place holds on an item anywhere in Alberta and have it delivered to their local library through Marigold van delivery.

Patrons browsed and placed holds in over
1,449,054
sessions on tracpac.ab.ca

727,615 items
loaned to Marigold
patrons by TRAC libraries



3,311,061 items
Available on tracpac.ab.ca
for patrons to borrow!

TRAC working groups represent the four member systems:

TRAC Directors meet with Clarivate (Polaris software provider), negotiate with vendors, collaborate with other regions to maximize cost-effectiveness.

System Administrators Group reviews technology for TRAC, enhances authentication services for patron access, implements best practices for end users.

Public Services Group reviews procedures for patron accounts and circulation of library materials, shared eContent selection.

Bibliographic Services Group reviews workflows in shared cataloguing and acquisitions, database quality and initiatives (e.g. decolonizing subject headings).

Training Group reviews TRAC communication, procedures and best practices.



Delivery Services & ILL



Interlibrary holds requested by patrons pass through Marigold headquarters for sorting, and are transported to their destination through Marigold van delivery. Likewise, items being sent out for loan at other libraries and library systems are transported to Marigold for sorting before going on to the next location, either by Marigold van, provincial courier (other systems) or by mail (e.g. academic libraries).

Hold requests placed by patrons are delivered to member libraries and lending lockers for patron pickup via weekly van delivery from Marigold. Drivers also deliver new collection materials, kits, games, supplies and promotional materials to member libraries.

ME Alberta
Wide
Borrowing
LIBRARIES

Increased by 36.8%!

In addition to TRAC items, cardholders from Marigold member municipalities can register online to access over 19 million items from public libraries across the province.

1,453,500

Patron interlibrary loans via HQ!

3,024

Delivery stops at member libraries

228,900

KMs driven for ILL delivery!

7 vehicles driven 1,910

times for deliveries, IT site work, programs, & consultation support!



Consultation & Professional Support

"Consultation services are **essential** for me. As Library Director, I am in a position where I cannot discuss certain issues with other staff. Having Marigold professional staff fill that gap is **incredibly important** to my work."

- Sarah McCormack, Library Director, Banff Public Library



Marigold *Library Services Consultants* provide advice and solutions for member libraries:

- Library Manager Training
- Professional Development
- Program Planning & Support
- Outreach Program Development
- Collection Development
- Weeding & Inventory
- Board Development
- Policy Development
- Standards and Best Practices
- Performance Measures
- Space Planning... and MORE!

90 Consultation visits with member library managers and staff

4 Virtual *Coffee Chat* Meetings



476 Hours of In-Person *Consultation*

Library Manager Orientation at

Berry Creek, Carseland, Cochrane, Hanna, Oyen, Linden, Morrin, Strathmore

Supported the New
Langdon Community Library



Trustee Orientation & Training at

Banff, High River, Sheep River

Inventory & Weeding Projects at

Acme, Carseland, Consort, Delia, Drumheller, Hanna, Morrin, Standard, Trochu

Marigold Conference & Making a Difference Award Winners!



“Such a fantastic conference that it is hard to say what my favourite part was. Keynote was fabulous. All my sessions were excellent and informative.” *Library staff member*

The theme of the 2022 Conference was **From Disruption to Direction**. **197 people were in attendance**, including library staff, trustees and guests.

Keynote speakers Hal Johnson and Joanne McLeod of BodyBreak set the tone for the day! Using their Amazing Race Canada experience as the backdrop, Hal and Joanne showed us life is full of u-turns, but how you cope determines failure or success. As a part of the festivities, retiring Board Chair Lynda Lyster and retiring CEO Michelle Toombs were celebrated and sent off in style! Sessions included staff recognition ideas, online best practices, advocacy, programming and more.

Marigold’s Marigold Making a Difference Awards acknowledge the excellent work taking place at member libraries in programming, outreach, advocacy, public relations, and partnerships. Thank you to the Marigold Board Advocacy Committee for reviewing the submissions and selecting this year’s winners.

2022 Winners

Strathmore Municipal Library
Book Buddies Program

Banff Public Library
Library of Things Program

Delia Municipal Library
Drone Engineering Camp

Honourable Mentions

Canmore Public Library
50th Anniversary Celebration

Irricana & Rural Municipal Library
Family Activity Grab Bags

Standard Municipal Library
Rec Room



Training & Professional Development

Marigold supports member library staff in growing their knowledge, skills and abilities. Training is provided in the best way for library staff to access it, whether in-person at member libraries, at Marigold headquarters, virtually or by webinar!

In 2022:

74 library staff attended **10** webinars and virtual training sessions on eResources, Biblioboard and websites

172 library staff attended 16 in person training sessions on eResources, Leap, Websites, LibraryAware, and Services for Patrons with Print Disabilities

171 participants completed 8 eResources challenges to learn about Marigold-provided digital content

32 library staff and trustees attended a corporate storytelling workshop at Marigold's annual Library Leaders event in September



Marigold staff train on topics such as:

- Polaris & LEAP (patron & circulation software)
- Collection Development & Management
- Simply Reports (reporting & inventory software)
- Relais (Interlibrary Loan software)
- Website Editing
- Library Apps
- LibraryAware (promotional & marketing materials)
- Using eBooks and eResources

Indigenous Relations



2,603

**People/families
have library cards**



23

**Story & craft programs
for 500 participants**



2

**Advisory committee
meetings with library
staff**

With money from Alberta government Grant for Public Library Service to Indigenous Communities, Marigold was able to provide essential public library services to two First Nations reserves—Stoney Nakoda and Siksika Nation.



Marigold staff created a Nakoda language program for children, which was presented at Banff, Canmore and Bighorn Libraries. Staff also created and delivered weekly craft and literacy programs in Mîni Thnî, and an Indigenous Language Resource brochure that has been promoted at Banff, High River, Longview, Standard, Delia, Bighorn, Canmore, Airdrie. The Morley Community Market and Marigold staff partnered with Canmore Public Library to gift wrap and distribute over 200 donated children's picture books for community members.

The Whyte Museum of the Canadian Rockies allowed Marigold's Indigenous Outreach staff to go through archival documents and create booklets for the Mîni Thnî Book Deposit: Stoney Country, Stoney Language, Stoney News, Stoney Education and Stoney Place Names. These have been extremely popular as a lot of nation members are very interested in these documents.



Marigold's Rose Reid was interviewed by Alberta Prime Time, an online magazine, about Indigenous Book Reviews Rose has created.

The Indigenous Grant enabled unique programs at member libraries: Airdrie (Drum Circle, Indigenous backpacks, beading workshop by Metis artist), Cochrane (Smudging & Medicine Wheel Teachings, Metis Fingerweaving, Storystones and Indigenous Drumming, Songs and Storytelling) Irricana (beading and arts program) Okotoks (improve Indigenous Collection and Indigenous Early learning kits), Rockyford (dreamcatcher program), and Strathmore (Kairos blanket exercise, soapstone carving, ribbon skirt workshop, Seven Sacred Teachings Yoga). Library cards were issued to students and staff at schools in the Stoney Education Authority - Ta Otha School, Chief Jacob Bearspaw School, Nakoda Elementary School and Morley Community School. Strathmore library staff and Marigold issued cards to students attending Old Sun College on Siksika.



Marigold partnered with the Rotary Club of Canmore to create and install a permanent Story Walk display, "Âba Wathech Inâ Makoche" by Sherry Shotclose!

IT Support & Services

Libraries need the right equipment, the right software, the right network, and the expertise to put it all together.

254

**Hours of onsite work
at Marigold member
libraries**



1189

**Remote support
sessions**



933

**Hours providing remote
support for library staff**



Marigold IT strives to deliver a positive patron experience. Internet and wifi available to patrons and staff at member libraries is provided via Marigold on a robust, secure fibre-optic network. Patrons can access online library services like downloading ebooks or placing holds because IT ensures patron accounts are sustained in a safe and secure environment.

Member libraries rely on our team to offer remote support, monitor bandwidth, implement firewall and security protocols, troubleshoot connection issues, perform software and onsite equipment upgrades, and help library staff plan for the lifecycle of their computer equipment.

Networked services includes email hosting, cloud-based file storage, library software (circulation, patron accounts and notification systems, inventory and reporting), software licensing, file sharing, and a toll-free telephone system.

Programming & Support



Marigold staff delivered
60 programs
at 22 libraries
to 357 participants

and coordinated the national TD Summer Reading Program on behalf of participating libraries.

11 Story Walks were borrowed 41 times by 20 member libraries.

Kits, Games & Traveling Displays were loaned to member libraries 351 times!!!

Libraries save money by borrowing kits, games and displays from Marigold, such as craft and makerspace kits, travelling book displays, a karaoke machine, life size games like Jenga, and objects like a prize wheel.



34 Summer programs delivered!

Marigold's summer student delivered 34 programs at member libraries including Banff (2), Beiseker (2), Bighorn (2), Carbon, Cochrane (2), Consort, Crossfield, Delia, Gleichen (2), Hanna (2), High River (2), Irricana (2), Longview, Millarville (2), Morrin (2), Okotoks (2), Oyen, Standard (2), Three Hills, Trochu (2), Youngstown.



Patron & Direct Services

2,864 Items mailed to Marigold patrons via Library to You (L2U)!

L2U is a free mail service for those who face physical or geographic difficulties in visiting their public library in person. For patrons across Marigold, Marigold staff fill holds for **homebound or remote patrons** and mail items to the patron with a free return label.

441 New Large Print books, audiobooks, high demand movies & more!

These expensive collections are shared with libraries and rotated to ensure fresh browsing material for patrons. Libraries also collaborate with senior's lodges to provide Marigold collection large print materials for residents. **Special collections circulated from Marigold headquarters 5,988 times!**

1,610 New books for Book Deposits!

Book Deposits are located in small communities across the Marigold region. Marigold staff support local volunteers in maintaining these honour-system collections. Each month, the deposit receives new popular material from Marigold and the collection is replenished annually.

2,435 holds picked up by patrons at Bragg Creek & Hussar Lending Lockers!

Patrons place holds using tracpac.ab.ca or the TRACpac app to pick up library materials in Hussar (Credit Union), Bragg Creek (Community Centre), or Airdrie Genesis Place. Marigold staff service the **Hussar and Bragg Creek lockers**. Patrons receive automated messages that their items are ready for pick up.



Collaborations



SAIT

Marigold has a long-standing partnership with the SAIT Library & Information Technology (LIT) program!

- ♦ In April, Marigold hosted a SAIT LIT student for a three-week practicum.
- ♦ In November, the SAIT LIT class toured the Marigold facility to learn more about Marigold's operations and opportunities for LIT's in regional library systems.



Canadian Urban Libraries Council (CULC)

Marigold joined CULC, a membership organization open to libraries that serve an urban region of 100,000 people or more. COO Laura Taylor participated on CULC's Futures Lab, and Executive Assistant and HR Specialist Nora Ott participated on the Safety and Security Working Group.

The Alberta Library (TAL)

Marigold staff participated on a working group to form a proposal to acquire funding for a province-wide project in partnership with CBC/Radio Canada.



Staff Represented Marigold at the Following Conferences:

- Alberta Association of Library Technicians (AALT) - March 31—April 3, 2022, Canmore, Alberta
- Innovative Users' Group (IUG) - April 5-8, 2022, Virtual
- Southern Alberta Library Conference (SALC) - April 29, 2022, Lethbridge Alberta
- The American Library Association (ALA) - June 23-28, 2022, Washington, D.C.
- Stronger Together—October 6-7, 2022, Virtual

Advocacy & Marketing Support

Website Templates

Marigold provides website templates for member libraries to promote everything the public library has to offer! Libraries can engage with community members and provide information on resources, programming and more.



Library Cards

Marigold pays for customized library cards for member libraries to issue to patrons!

43,167

brochures were printed at Marigold and distributed to member libraries for staff training and patron use! Brochures promote and inform library staff and patrons on various eResources, using eBook devices, accessing interlibrary loans and much more!

Marigold's CEO presented on the value of public libraries and Marigold services and support to member Councils:

Town of Crossfield

Town of Three Hills

Kneehill County

Wheatland County

Town of Strathmore

Town of Trochu

Rocky View County Public Presentation Committee (presented with COO)

Regional Systems Advocacy Committee

Board Chair John Getz, Vice Chair Maxine Booker, and Marigold CEO Lynne Price participated on the Alberta Systems Advocacy Committee, formed by the seven regional library systems in Alberta. The systems collaborated successfully to increase provincial funding for library grants in the 2023 budget. Joint letters were sent to Premier Danielle Smith and Municipal Affairs Minister Rebecca Schulz, and information packets to inform elected officials about the value of public library service were circulated to member libraries.



Libraries
**VALUE
BEYOND**
words



Public Libraries are Thriving!!!!

Across Marigold...

110,235 people/families have a library card

346,012 eBooks borrowed

2,052,467 items loaned to Marigold cardholders, a 22% increase over 2021!

7,145 programs with **102,545** participants

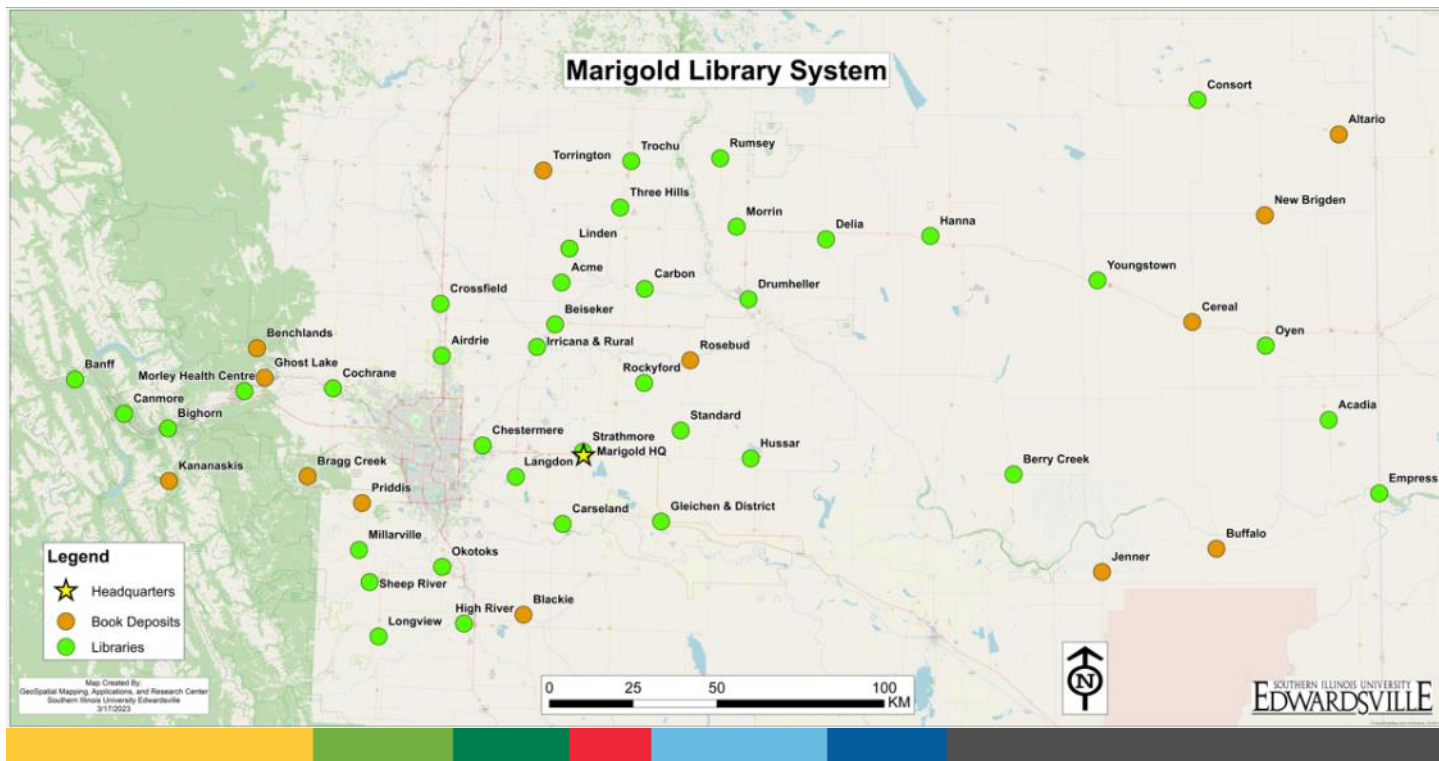
62,988 new items added to Marigold library collections

11 million visits to the online library catalogue

IT Staff completed **1189** remote support sessions totaling **932 hours and 27 minutes**



MARIGOLD
LIBRARY SYSTEM



Find out more at marigold.ab.ca!